

# POSITION DESCRIPTION EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## PART I – Position Information

1. Agency Name Department for Children and Families	9. Position Number K0058130	10. Budget Program Number
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Program Consultant I	
3. Division Customer and Community Services	12. Proposed Class Title	
4. Section: Out -stationed Unit	13. Allocation	
5. Unit Out-stationed Unit	14(a). Effective Date 7/9/2012	14(b). FLSA Code
6. Location (address where employee works) City: Wichita County: Sedgwick	15. By	Approved City:
7. (Circle appropriate time) Full time Perm. Inter. Part time Temp. %	16. Audit Office Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM TO: 5:00 AM/PM	17. Position Reviews Date: Date: Date: Date:	

## PART II - Organizational Information

18(a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position.)

This position carries out specialized, technical work evaluating customer needs, coordinating service referrals and providing liaison services to other community agencies, determining eligibility for certain DCF and community programs, and conducting community outreach activities to promote DCF programs and services. These functions require a thorough knowledge of all DCF program areas, and may involve explaining, clarifying and interpreting general policies, procedures and regulations to consumers, community organizations and the general public. Uses active and reflective listening skills, non-judgmental attitude, and understanding of human behavior, especially in terms of how poverty affects behavior, in order to establish a positive working relationship with customers being served by creating an atmosphere in which human dignity is preserved. Develops and maintains good working relationships with all internal and external customers.

18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

The implementation of an Integrated Service Delivery model for DCF, as well as the addition of community capacity building functions, has broadened the scope of knowledge, responsibility and work complexity required of this position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Ho, Manyee Dawn	Human Services Supervisor	K0134005
Who evaluates the work of an incumbent in this position?		
Name	Title	Position Number
Ho, Manyee Dawn	Human Services Supervisor	K0134005

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position receives general guidance and is free to develop their own processes within the scope of established policies and practices. Wide latitude is given for decision making and much room for independent judgement. Work is periodically checked for outcomes and conformance to state, federal and community partner policies.

d) Which statement best describes the results of error in action or decision of this employee?

( ) Minimal property damage, minor injury, minor disruption of the flow of work.

- ( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- (X) Major program failure, major property loss, or serious injury of incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties) **What** is the action being done (use an action verb); to **Whom** or **What** is the action directed (object of action); **Why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?
- Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.

The incumbent will work in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in the completion of work assignments; perform other tasks as assigned by the Unit Manager. The incumbent will contribute to a positive work environment through a positive, helpful, courteous demeanor towards staff, customers, and the general public. The incumbent will adhere to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

This position will participate on Integrated Service Teams (IST) which may include team meetings working collaboratively to find solutions to customer problems and completing work assignments in a timely manner. This position uses program expertise and involves other team members in exploring options; works toward the goal of the team and need(s) of the customer as paramount; ensures relationships among team members are constructive and demonstrate mutual support, respect, trust, openness and values diversity; utilize a Family Centered approach in exploring positive outcomes.

<u>No.</u>	<u>%</u>	<u>E or M</u>	
I.	20%	E	Confers with the general public, community organizations, and agency employees to answer inquiries and to explain and interpret DCF programs and services. Provides information about a broad range of agency programs and community resources to the public as well as assisting with the application process for persons requesting services at assigned DCF Access Points.
II.	20%	E	Completes a needs assessment with DCF applicants and recipients who seek services through DCF Access Points and uses that information to recommend appropriate agency services as well as establishing connections to community resources. This may include enrollment in community health programs such as Project Access, and provision of liaison services to that program and other key community partners.
III.	10%	E	Organizes and participates in community outreach events to better promote DCF services. Also speaks to civic groups, community organizations, faith based groups, social service agencies, consumer advocacy groups and other public or private organizations to explain and interpret programs, procedures and services. Assists in the development of support materials for these presentations. May serve on community boards and work groups as an DCF representative.
IV.	30%	E	Determines eligibility for a range of federal and state EES programs in a timely and accurate manner. This determination is accomplished by analyzing, interpreting and applying numerous complex policies and regulations to the customer's situation. Investigation of the customer's circumstances through the use of available computer information systems, researching records provided by customers, community sources, and other sources provide the information upon which eligibility decisions are based. Utilization of fundamental accounting principles and a general understanding of legal terminology and principles is necessary in analyzing, quantifying and applying policy. Knowledge and effective use of DCF information systems is essential to document eligibility decisions and using the BPM.
V.	10%	E	Uses active and reflective listening skills, non-judgmental attitude, and understanding of human behavior, especially in terms of how poverty affects behavior, in order to establish a positive working relationship with customers being served by creating an atmosphere in which human dignity is preserved. Develops and maintains good working relationships with all internal and external customers.
VI.	10 %	M	Attends mandated agency-related training and/or performs other duties as assigned; assists other staff in the completion of work assignments as warranted

\*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

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Failure to adequately perform the essential functions of this position could result in agency customers not receiving the appropriate services and increased risk for those individuals and families. It could also result in inappropriate authorization of state and federal funds and subsequent risk of fiscal sanctions by federal funders. Failure to perform outreach and community education functions could result in loss of public image for DCF.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.
- b. List the class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title	Position/KIPPS Number
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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position makes daily contact with the general public, agency customers, agency staff, and the staff of community partners in order to communicate agency program information, assist with resource connection, and to improve intra-agency service delivery. Occasional contact is made with public officials to explain DCF programs, policies and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry, or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer system. A high level of stress may exist in the determination of eligibility and the limits of the programs and resources to effectively resolve the customers need for help. On occasion, physical harm may be threatened or attempted by hostile, angry, or upset customers.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Daily use is made of computer terminals, copy machines and telecommunications equipment and automobile.

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**PART III - Education, Experience and Physical Requirements Information.**

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27. Minimum Qualifications as stated in the State of Kansas Class Specification.

Minimum of two years' experience as a Human Service Specialist working in the area of benefits eligibility determination in EES.

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**28. SPECIAL REQUIREMENTS**

A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Written and verbal fluency in either Spanish or other language. Extensive knowledge of community resources, DCF procedures and regulations. A proven ability to deal with agitated clients and the public in a courteous manner. Skills in communicating with a wide range of persons in the community, ranging from program consumers to professionals in a variety of fields.

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

This position's base station will be in the office of a community partner agency.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

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**PART IV - Signatures**

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Signed

7/10/12

Signature of Employee

Date

Signature of Personnel Official

Date

Signed

7/10/12

Signature of Supervisor

Date

Signature of Agency Head or  
Appointing Authority

Date